Matter No.: 10559-640002 Applicant(s): Thai Q. Nguyen, et al. HANDLING SERVICE REQUESTS

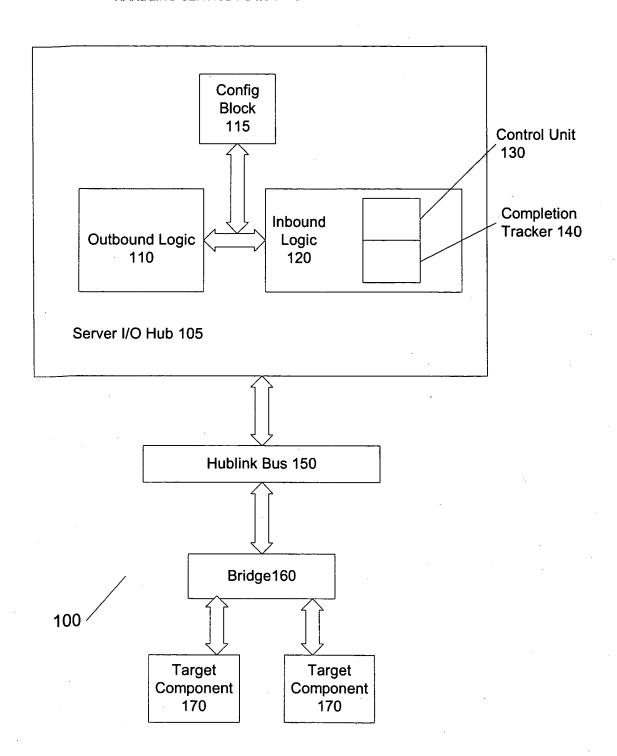
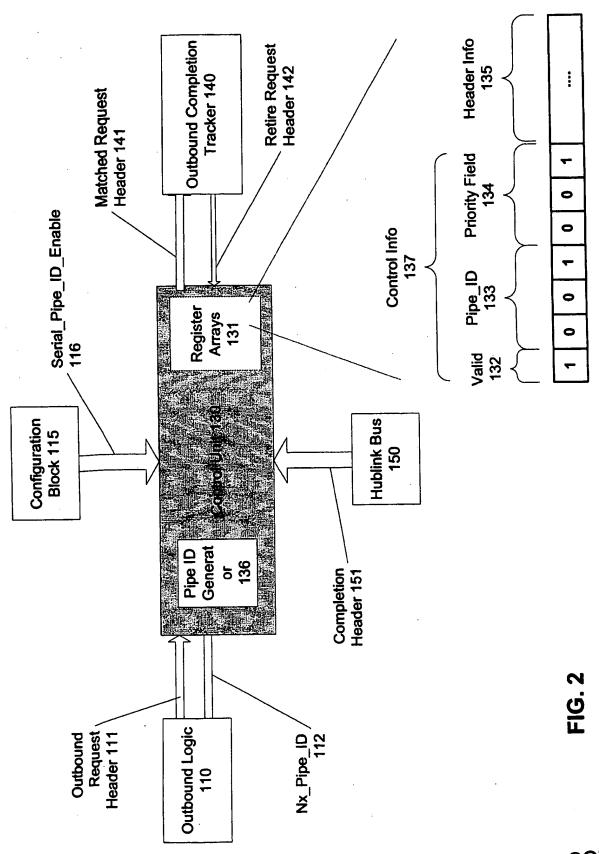


FIG. 1

Matter No.: 10559-640002 Applicant(s): Thai Q. Nguyen, et al. HANDLING SERVICE REQUESTS



BEST AVAILABLE COPY

Matter No.: 10559-640002 Applicant(s): Thai Q. Nguyen, et al. HANDLING SERVICE REQUESTS

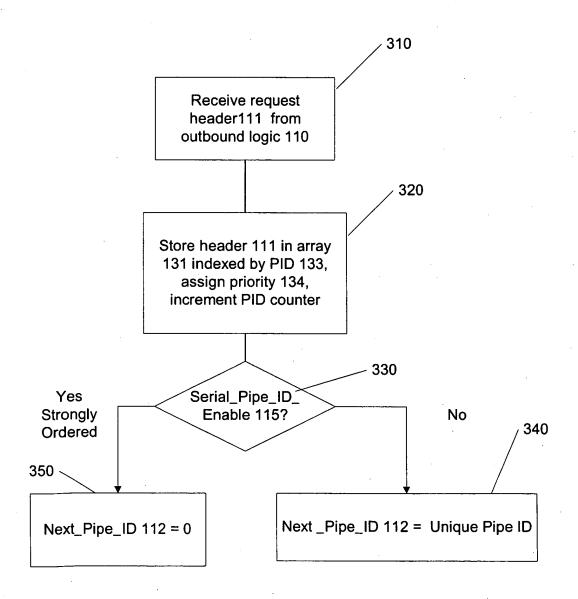


FIG. 3

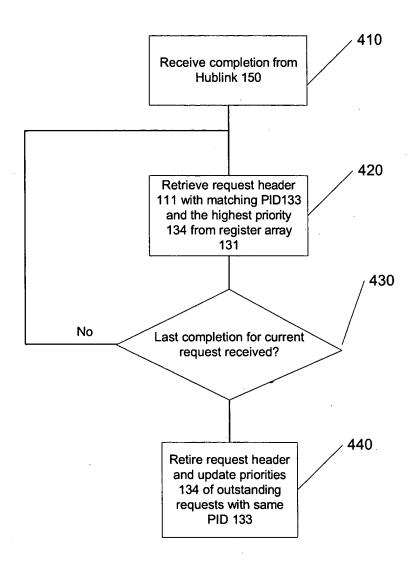


FIG. 4